



Supporting people displaced by the war

SJOG Homes for
Ukraine, in partnership
with Caritas Social
Action Network

Project Evaluation



July 2024

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DEFINITIONS

- **Scheme** – Homes for Ukraine Scheme is a sponsorship visa scheme launched by the UK government on 14 March 2022 following the Russian invasion of Ukraine in February 2022. The scheme allows people and organisations in the UK to offer Ukrainians fleeing the war a home. The scheme is run by the Department for Levelling Up, Housing and Communities.
- **Sponsors** - Individuals who can live anywhere in the UK (England, Scotland, Wales and Northern Ireland) and can be of any nationality, provided they have at least six months' permission to stay in the UK from the date of the guest's visa application. Sponsors should provide accommodation for as long as they are able to, but there is a minimum expectation of 6 months.
- **Guests** - Individuals displaced by the war in Ukraine arriving under the Homes for Ukraine programme.
- **Project team** – SJOG Homes for Ukraine team including colleagues from Caritas Social Action Network.
- **VAC** - UK Visa Application Centre outside the UK.
- **UKVI** - UK Visas and Immigration is a division of the Home Office responsible for the United Kingdom's visa system.
- **LA – Local Authority** - An official organisation that is responsible for governing an area of the country (county councils, district councils, unitary authorities, metropolitan districts, London boroughs).



Welcome to SJOG and Homes for Ukraine Scheme

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ABOUT SJOG

Saint John of God Hospitaller Services (SJOG) is a national charity supporting people with disabilities, complex needs, older communities, people who are homeless, and people subject to modern day slavery and trafficking. We meet a need where we find it. This led us to support people displaced by the war in Ukraine through providing a matching service under the Government Homes for Ukraine Scheme, in partnership with Caritas Social Action Network.

You can find out more about SJOG's work here: <https://sjog.uk>



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ABOUT CSAN

Inspired by the life and example of Jesus Christ, Caritas Social Action Network (CSAN) was established by the Catholic Bishops' Conference of England and Wales to develop the Church's social action in these parts of the United Kingdom.

Caritas Social Action Network shares in the mission of the Catholic Church, committed to tackling the causes of poverty, promoting justice and restoring dignity, specifically by convening and animating alliances of member charities involved in the social mission of the Church, leading on the formation of those involved in social action, and raising a prophetic Catholic voice in the public arena.

CSAN, worked with SJOG to deliver the SJOG Homes for Ukraine project and specifically focused on reaching and mobilising the Catholic community across England and Wales.

You can find out more about CSAN's work here: <https://www.csan.org.uk/>





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EXECUTIVE SUMMARY

The SJOG Homes for Ukraine Project in partnership with CSAN launched in September 2022. It ran for 22 months and finished in July 2024. The project offered matching, training, and support to sponsors and guests to access the Government's visa-based Homes for Ukraine Scheme.

SJOG Homes for Ukraine was an official provider to the Government scheme. The activities of the project were supported by funding from the Albert Gubay Charitable Foundation, Department for Levelling Up Housing and Communities, and the Church Urban Fund. We also received small donations from catholic parishes to support the work.



Department for Levelling Up,
Housing & Communities



Project Goals and Activities

The project had the following aims:

1. To support people who were displaced and hardest to reach by the war in Ukraine.
2. To engage Catholic communities to offer support through sponsorship, matching, and/or community support.
3. To create information resources that could be used by communities supporting individuals from Ukraine beyond the life of the project.
4. To prevent homelessness among Ukrainian people who are already in the UK.

To achieve these aims, the activities were to:

- Match guests with sponsors. Ensuring the requirements of both parties, such as geographic area, home, health, and pet preferences were met.
- Mediate meetings between sponsors and guests.
- Develop and distribute a toolkit for sponsors and a Welcome book for Ukrainian guests.
- Provide online training about the sponsoring process.
- Assist with the visa application process.
- If required, support with visa escalation with UKVI and property and DBS check with local authorities.
- Support guests with travel arrangements.
- Provide emergency accommodation if required.
- Supply a 'Welcome Box' for the Ukrainian family on arrival.
- Support during the first month of placement with information, advice and guidance.
- Offer re-matching for Ukrainian people already in the UK.
- Offer translation services throughout the project by a multilingual project team

The process to access the project for both guests and sponsors was through the SJOG Homes for Ukraine website. The end-to-end journey took around 2 months to complete.

KEY ACHIEVEMENTS

The overall impact and effectiveness of the Government scheme in facilitating relocation and integration for Ukrainian guests was evident across the UK and which this project contributed. The results presented in this evaluation report demonstrate the impact of the project and the intensive approach taken to offering matching.

The project achieved the following:

Met need

- Supported over 300 individuals displaced by the war in Ukraine both through direct matching process and indirectly through information sessions and signposting.
- Placed 140 guests, including 44 children, with sponsors in the UK. Among these guests were people from frontline territories.
- Conducted 36 information sessions for both sponsors and guests reaching over 250 people.
- 96 guests completed their 6-month placement and 50 guests moved on to private rented accommodation.
- Created a Welcome book for sponsors and a Welcome book for Ukrainian guests.
- 90% of sponsors and 94% of guests said that the team made the right match for them.
- 90.3% of guests said the accommodation and location met expectations.
- 96.8% of our guests and 93.2% our sponsors said that their relationships with each other was excellent and they were able to communicate freely.
- 83.9% of guests and 75% of sponsors said consultations during the matching process were useful.

Using the Net Promoter Score to measure satisfaction with the support offered through the project, guests scored us 94 points (very satisfied) and sponsors scored us 71 points (satisfied).

Increased profile

- Produced a suite of marketing and communication materials in print, online, and via social media.
- Content in digital media was viewed more than 1.5 million times.
- Content on Facebook was viewed more than 3 million times.
- Website pages were viewed over 164,000 times.

Tested new ideas

- Piloted an initiative for guests to access private rented sector accommodation through offering matching with landlords.



EVALUATION METHODOLOGY

Approach

This project evaluation involved reflections from the teams from SJOG and CSAN sponsors, and guests. A mixed methods approach was used involving indepth interviews and online surveys. Data was collected between September 2023 and April 2024.

The data was collected by the research and policy team, and Homes for Ukraine team at SJOG. The evaluation was overseen by SJOG's Chief Development Officer.

Interviews

Eight in-depth interviews with the SJOG Homes for Ukraine team and CSAN team, who were involved in delivering the project. Interviews were carried out by following a semi-structured interview schedule. The interview schedule aimed to understand the strengths and weaknesses of the project.

Interviews were transcribed verbatim.

Surveys

Two surveys were created to understand the experiences and reflections of sponsors and guests. Surveys captured qualitative and quantitative data through open ended questions and Likert rating scales. Surveys were distributed to sponsors and guests using the project database of contacts. Participation was voluntary.

A total of n=44 sponsors completed the survey. This represented 34% of the total number of sponsors directly supported in the project. N=31 responses from guests were recorded. This represented 25% of the total number of guests directly supported by the project.

The survey covered reflections on the different elements of the project, what worked and what did not work, and asked respondents to rate the overall quality of the supported offered by the project. Surveys are presented in appendix A and B.

Analysis

Qualitative data was analysed using thematic analysis to draw out key themes. Themes were discussed with the project team to ensure the context was fully captured and accounted for. Quantitative data was analysed using descriptive statistics within SPSS software.

The analysis aimed to draw out learning from the Homes for Ukraine project but also construct recommendation for future projects addressing resettlement for people displaced by war.

Structure of the Report

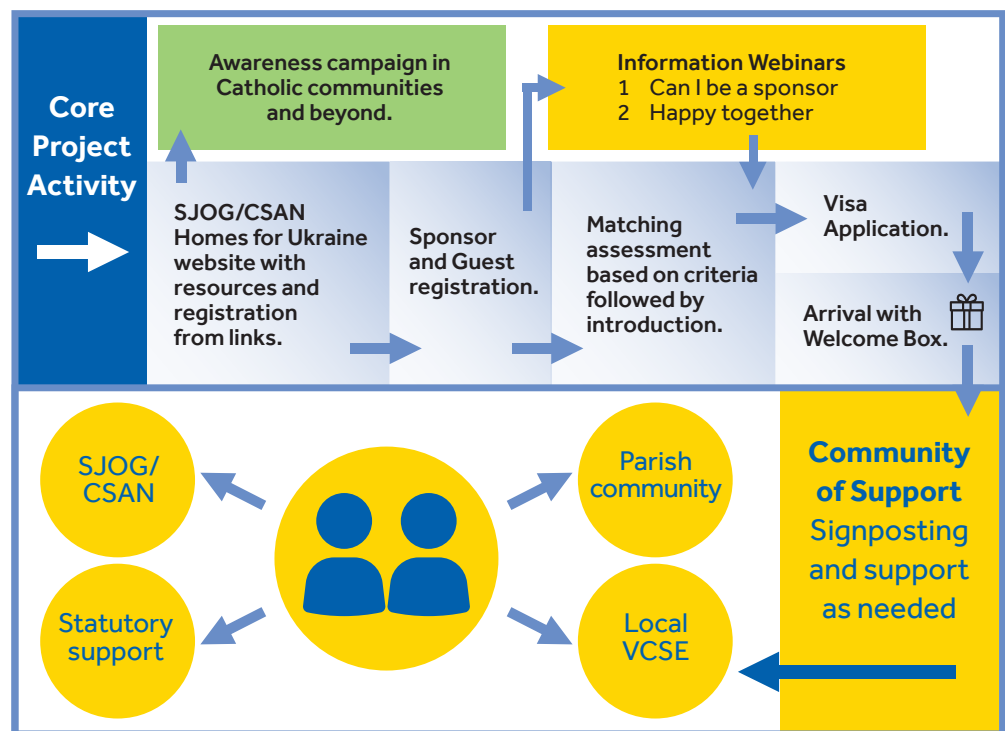
The evaluation discusses the key features of the project; **matching, managing expectations between sponsors and guests, guest and sponsor demographics and recruitment, team working and partnerships, and piloting ideas.** These sections are detailed below.

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BACKGROUND TO THE PROJECT

The concept for the project developed over May and June 2022. This responded to the war and the new Homes for Ukraine scheme which had been started by the UK Government. Through discussion with CSAN it was identified that the Catholic community across England and Wales could be mobilised to support people fleeing the war by sponsoring them under the Homes for Ukraine Scheme. SJOG were experienced in operational delivery of complex services and designed the project to meet this need. CSAN were well placed to mobilise Catholic parishes and communities to offer sponsorship opportunities. On 5th September 2022 the project welcomed the new team and on 2nd October 2022 the project officially launched.

The design of the project was to make sure that matching was as robust as possible in order to prevent breakdown. The schematic below shows the end-to-end process of the project.



Matching process

1

MATCHING PROCESS

The UK Government established a list of recognised matching providers offering services under Homes for Ukraine. The aim was to provide mediated, safe and secure matching as an alternative to unofficial matching via social media. The focus of the project was ensuring matching was as rigorous as possible.



The gateway to the SJOG Homes for Ukraine project was through the website. A suite of information was provided, from FAQs through to more detailed guidance. For sponsors or guests to access support through the project, they were required to register their details.

Registration forms for sponsors and guests were offered in three languages (English, Ukrainian and Russian). The details provided populated a database of sponsors' and guests' details. Based on this information in the database, criteria were used to prioritise guests in order to offer an effective match (see table 1).

2

PRIORITISATION OF GUEST APPLICATIONS

The project received 2077 applications from potential guests – Ukrainian nationals based in or outside Ukraine.

Guest applications were processed in the chronological order base on the timestamp the application entered our database.

Guests outnumbered sponsors 15:1. This necessitated a systematic approach to managing applications.

"The matches are not usually made with the first person, sometimes it takes calling 10 people (guests) to know what is going to work for both parties." (Team member 1)

The project aimed to support guests who were most in need (conflict zones in Ukraine), and to help those who are already in the UK at the risk of homelessness. 30-40% of the applications received from potential guests were located in the EU and the rest of the world.

Table 1 – Prioritisation of Guest Applications

Guests	Priority
Applicants staying in Ukraine and in the UK	High
Applicants staying in EU countries and the rest of the world	Low

TRIAGE OF SPONSORS APPLICATIONS

A short eight question triage form was created for sponsors to assess their eligibility for hosting, based on the requirements set by government policy (please refer to Appendix C). The accessibility and ease of use for sponsors and guests to register was a priority. Triage covered:

- responses on criminal checks
- familiarity of the Homes for Ukraine rules
- willingness to host guests for minimum 6 months
- the availability of accommodation
- commitment to provide one reference
- national or immigration status to be a sponsor

If passed, a full application was completed. This reduced the amount of information stored, time spent by applicants who would not be successful, and the time to process unsuccessful applications.

MATCHING CRITERIA

The information gathered from the registration forms was analysed by the project team to create a potential match. Ensuring that the initial matches were appropriate and robust was a focus. Matching criteria was created to allow for a consistent approach (table 2).

Table 2 – Matching Criteria

Criteria	Additional considerations
Number of guests, gender, and age	The number of guests corresponded to the number of available bedrooms. According to the governmental requirements, two guests were not to share one room unless they were: adult cohabiting partners; a parent and child; two siblings of the same gender if aged over 10; two siblings regardless of gender if aged under 10.
Type of accommodation and suitability	Flat, house, self-contained accommodation.
Regional / city preferences of guests	This was based on guests' personal ties with locations or network of support or opportunities, if any.
School and employment availability	The team checked sponsor locations and proximity to key infrastructure for potential guests. For example, school or nursery locations to suit a family. Job opportunities were passed on to guests.
Transport connections	The team checked transport connection between the sponsor's house and the closest town/city. This was particularly important in the first months of staying in the UK so that registrations with banks, GPs and other necessities were completed smoothly.
Community links	Ukrainian centres or clubs in the area were explored and this information was shared with guests. Local social media groups (e.g. Facebook) were detailed to create community links.
Pet preferences	Some guests travelled with pets, or some guests were not able to co-live with sponsor's pets.

Errors or missing information in registration forms were noted. Forgetting or not mentioning the total number of people in the household was common. The team clarified any details prior to matching.

On occasion, sponsors had preferences about the demographics of guests they wished to support. For example, some did not want to host Ukrainian men.

Under Ukraine's martial law, men aged 18-60 who are deemed fit are restricted from leaving the country. However, exceptions such as health reasons, disability or that of a family member, having three or more children, being a single parent, or having a permanent residence abroad were counted. A decision was made that we did not have a legitimate interest to discuss reasons for men seeking sponsorship. All were treated in the same manner as any other guest.

Having found the right match, managing and respecting sponsors' and guests' requirements ensured a smooth process.

After being matched, but before guests arrived, 25 sponsors withdrew their application. In some cases, this was after guests applied for a visa. Decisions of our sponsors and guests were always respected and the team aimed to provide a new sponsor to the guests as soon as possible.

"It happened three times that a sponsor family lost a close person after deciding they wanted to sponsor. They'd love to help but they were not able to anymore because of [circumstances], which happens." (Team member 2)

KEY ACHIEVEMENTS

- The project received 2077 applications from potential guests and 136 applications from potential sponsors.
- The team matched 140 people displaced from Ukraine prioritising those guests who were in Ukraine at the time of their applying.
- Developing matching criteria contributed to sustainable matches and placements.

Lessons Learned

- To be prepared to develop and maintain initial forms and consequently large datasets that will allow information to be retrieved quickly and accurately.
- To work in line with government policies developed to the sponsorship visa-based placement programmes of accepting country to target suitable demographics (locating families with children in the same rooms with certain age and sex).
- Double check the information you receive in initial forms such a current location and number of family members and update this data. These circumstances can change quickly as arriving families are more likely already displaced (even if internally) and they can move quickly.
- To keep written communication with guests and sponsors to document the matching process in addition to calls, video calls and face-to-face meetings.

Making a difference... in Wales



"We were able to host a family in a house of their own which gives us all space. I know that this is a different situation to most people who are sharing their own home. Even so, the first few weeks we needed to spend lots of time to help with all the admin - getting a bank account, arranging school places, meeting with the council, introducing the family to a church community, applying for benefits, registering with the doctor, trying to find an NHS dentist who had space, showing the family the local area, picking up the Biometric Residence Permit etc. And simply getting to know them.

It was time well spent and it does get less after a few weeks! Before the family travelled to the UK, we gathered a small group of people around us who are happy to help and that has been so valuable. They all have different skills, some practical (fixing a leaking pipe, sorting out the telly etc), a teacher who knows how schools work and someone who makes great welcome cakes! The other thing to say is that it isn't all one way - it's given us so much pleasure to get to know the family and I was delighted when one of the children came out of school after her first week with a certificate to say how well she had done in settling in and taking part in everything.

There is a lot of joy in being involved!"

Managing expectations between guests and sponsors

1

The matching process was detailed. To minimise the number of breakdowns a strong starting point in the relationship between guests and sponsors was achieved through mediating initial meetings and managing expectations. The project carefully considered and communicated to potential sponsors, the implications of hosting guests, from signing up, meeting guests online, and finally living together. This was done via webinar calls, phone calls, and WhatsApp group messaging.

VIDEO CALLS AND COMMUNICATING RULES IN A HOUSE

Facilitating online meetings and encouraging open conversations between sponsors and guests before making a decision to proceed, was the first step once both parties agreed to meet.

To establish a good relationship between people who never lived together before, the team encouraged both parties to communicate their lifestyles, meal habits and other behaviours at home.

Facilitating online meetings and encouraging open conversations between sponsors and guests before making a decision to proceed, was important.



The first meetings, hosted by the team either through MS Teams, Zoom, WhatsApp video had a set agenda to cover key topics (table 3):

Table 3 – Agenda for Video Calls

Topics	Details
Introductions	Introducing each party, their jobs and hobbies.
Where sponsors live	The team spoke in detail about sponsor's location, local infrastructure, and transport links.
Type of accommodation	Property type and video walk around was covered.
Job or schooling	In this topic we ask sponsors about jobs and education opportunities based on guests' age and skills
Services or support	Charities, church communities, and local Ukrainian communities.
Household routines	Managing expectations on daily routine of both families. Sponsors were encouraged to discuss house rules in advance.
Parenting	If sponsors and guests had children, approaches to parenting were covered to ensure they align sufficiently to live in the same house (bedtimes, meals, expectations regarding children staying at home alone).
Health conditions	Sponsors or guests were asked to consider discussing any conditions that would impact living arrangements.
Contribution to utilities	According to the governmental requirements, guests were not obliged to pay bills, but this was discussed before placement.
Close	Time to think and reflect from sponsors and guests. Questions could be raised within WhatsApp group or with project officers to liaise and direct.

"We said we were going to be more intensive in doing matching where we would mediate introduction so the chances for breakdowns were reduced... we'd have more stable outcomes." (Team member 6)

"We've had a couple of matches that I was very satisfied with as soon as we finished the call (between sponsors and guests). I thought, it's amazing what I've done!" (Team member 1)

"SJOG hosted a Zoom meeting with the person who would become our guest before she even left Ukraine and that was really helpful. Both sides had a chance to think about it before agreeing to go ahead. I saw her (and) two children briefly as well." (Sponsor 4)



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REFLECTING ON CHANGES IN ROUTINE AND LIVING

"We have been able to divide the house so that they have their own space, and we are all respectful of each other's privacy. I think this is vital to an easy relationship. The only space we share is the kitchen. This presents no problem, and we often eat together especially in the evening. It has been fun sampling each other's cooking and cuisine!". (Sponsor 1)

"I usually live alone so a household of 4 people has been very much of a change. I have learned more careful ways of sharing my space, trying to be more regular in my habits and timings so my guests are aware of when the house is available for them to be on their own....I have been clear from the beginning with house rules like recycling, kitchen use, dishwasher use, and laundry. Security, keys, switching off lights, and putting the heating off when they go out. I asked for quiet in the house between 10 pm and 7 am which is largely respected". (Sponsor 2)

After the video call the project team provided sponsors and guests with each other's contacts after agreement about confidentiality was signed by both parties. The email correspondence or WhatsApp group chat between sponsors, guests and SJOG team was created soon after for immediate exchange on information between sponsors and guests. If either the sponsor or guests expressed concern after an online meeting, an alternative match was found.

Note: Guests and sponsors were asked to sign agreements about confidentiality to ensure each person protected the confidentiality of data before proceeding with visa applications requiring passport and contact details. We encourage using only secured lines on communication to share personal data. This was designed into the project following advice from solicitors.

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POSITIVE RELATIONSHIPS BETWEEN SPONSORS AND GUESTS

"Many guests become friends with sponsors, even when they move out, they become their second families. Sponsors are being very supportive even when guests are moving out. So of course, it's a very big impact on people's lives." (Team member 2)

"We have had very happy experiences with both of our guests. From the start we wanted to treat each as a family member. We have learned a lot from our guests, about a country, a people, and a culture we knew little about before we became sponsors". (Sponsor 3)

"Furthermore, fostering friendly relationships with your sponsors and heeding their advice is invaluable. They can provide insights into local customs and traditions, making your transition smoother and more enjoyable". (Guest 1)

If sponsors and guests could not communicate freely, the project team were able to help. The team formed a positive relationship with guests and sponsors to support their living arrangements and were helpful in mediating between them when language or cultural differences were a barrier.

Further conversations during placements were offered. The project resolved a limited number of conflicts between guests and sponsors due to lack of open communication, for example use of electricity and heating during winter.

Only one match breakdown was reported during the project. The focused and supported introduction were attributed to the limited breakdowns.

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KEY ACHIEVEMENTS

- 94% of guests and 90% of sponsors who we matched said that we made the right match.
- 96.8% of our guests and 75% of sponsors who responded to our survey stated that SJOG provided support during the video call.
- 90.3% of our guests agreed that the accommodation and its location met expectations.
- 83.9% of our guests and 75% of sponsors who responded to our survey stated that consultations during the matching process were useful.
- 96.8% of our guests and 93.2% our sponsors said their relationships with each other was excellent and they were able to communicate freely.
- 70.5% of sponsors said they did not face any problems during the hosting; The team successfully resolved problems for 25% of surveyed sponsors, while 4.5% said their problem was not resolved.
- The team successfully resolved problems and questions for 58.1% of surveyed guests. 41.9% reported no problems.

Lessons Learned

- Focused support during initial introduction and meetings between sponsors and guests may have resulted in more stable matches.
- Communicating lifestyle preferences or/and house rules before arrival resulted in stronger communication and better expectations of what to expect when living together.
- Managing a database of information by the project team allowed details of all matches to be kept for future reference when questions or problems arose after the hosting started.

WELCOME BOOKS FOR SPONSORS AND GUESTS

In September 2022, there was a mariad of official and informal information about the Homes for Ukraine Scheme. Communities had started to create information resources on Facebook and other platforms. These were useful. They shared the lived experience of guests who were already living in the UK, while the information in official government sources was generous and available in three languages (English, Ukrainian and Russian).

The project team analysed all available information, verified it, check for relevance, and create two separate welcome books. Welcome books for guests were available in Ukrainian. Any updates and changes in policy were passed on to sponsors and guests as quickly as possible. The project benefitted from the lived experience of the team members, of which three arrived in the UK under the scheme. This shaped resourced effectively.

Welcome Books contained information about the Homes for Ukraine Scheme and specific information on communication, details about the transport to the UK, conflict situations, maintaining boundaries, and cultural differences.

We provided information on safety and security, emergency services, privacy and confidentiality, legal aid and immigration services, mental health and wellbeing support. Links to Ukrainian communities on social media and Ukrainian organisations in the UK were also provided along with information on finding work in the UK, renting private accommodation, and education opportunities.

To make it easier for sponsors to prepare for hosting, typical portraits of guests were included, key considerations before sponsoring, what sponsoring is and what is not, the Homes for Ukraine scheme processes, requirements and checks, communication tips, formal agreements about living together and withdrawing interest.

KEY ACHIEVEMENTS

- 87.1% of guests and 77.3% of sponsors who responded to our evaluation survey said that the Welcome book was useful to them.

WEBINARS FOR SPONSORS

Training on hosting and cultural orientation webinars were offered to sponsors in addition to the mediating introduction with guests detailed above. The team delivered 35 sessions, which were attended by more than 200 people. Webinars were attended by both our sponsors and individuals who were considering sponsoring or who had already sponsored through an alternative route.

Content was divided into two sessions

Session 1 - Can I be a Sponsor? In the first session, sponsors learned about our matching service, who was eligible to be sponsored, a portrait of a typical guest, key considerations before deciding to host, the sponsoring process (including checks by local authorities, DBS checks, and preparing the property), and their role as a sponsor (including what is not expected of the sponsor).

Session 2 - Happy Together. In the second session, sponsors learned how to provide well-being support to guests, how to build and maintain boundaries, and safeguarding. Communication tips and cultural difference (e.g., getting along, small talk, and expressing gratitude through gifts) were covered. Guidance on opening a bank account, transport, education, cost of living, 'Thank you' payments to sponsors were also included.

Members of the team were conscious to navigate and support the differences in cultures through webinars and individual consultations – something they noticed from their own experience. Some families had never been out of Ukraine. Bringing in cultural perspectives and understanding to guests and sponsors early became an enriching experience and perhaps is part of the limited breakdowns recorded.







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VISA APPLICATIONS

When both parties agree to proceed, the next step was a visa application. Due to the war in Ukraine, the visa centre in Kyiv was closed and before December 2023, all visa application forms, including ID checks, were completed online.

Visa application forms were adjusted several times during project delivery. Detailed up-to-date printed and video instructions were provided to the sponsor and guest.

Some guests had limited access to the internet and online ID checks also posed challenges. The project team supported visa applications in cases when applicants had difficulties with the English language.

After December 2023, online ID checks were replaced with a personal visit to VAC (UK Visa Application Centre) to provide biometric details. For applicants located in Ukraine, there was only one centre, in Kyiv.

After the visas were approved, those applicants who had applied in Kyiv, needed to collect their visas in Warsaw within 90 days. For those who were already located in other countries, VAC were available in most capitals' cities for both biometrics and visa collections.

These new rules caused some inconveniences for applicants staying in Ukraine. For example, journeys to Kyiv were difficult, expensive, and dangerous. In addition, the VAC centre in Kyiv stopped their work during air raid sirens which caused further inconveniences. Collecting the visa vignette in Warsaw meant a long and costly journey consisting of a journey across Ukraine, a hard border crossing into Poland, and then a journey across Poland.

Waiting time for visas varied. In some cases, visas were issued within a week whereas some guests were waiting for a few months. Long waiting times did cause anxiety among some guests.

The Biometric Residence Permits (BRPs) by guests confirmed the right to work, to study, and access public services and benefits. Most guests received their BRP cards soon after their arrival. In limited cases, when guests were waiting for their cards more than 2 months, independence was limited. It should be noted that when these issues were escalated by the team a resolution quickly followed.

SAFEGUARDING

Safeguarding was considered from the outset. Property checks and DBS checks were carried out by the local authority. In addition, we carried out reference checking for all sponsors.

Sponsor referee details were submitted in our registration form. This was a verification of the persons identify and requested a character reference covering:

- How long have they known the applicant (sponsor)
- Ability to undertake sponsor role (sponsoring vulnerable adults, elderly, and children)
- Tolerance towards different cultures and religions
- Understanding about setting and respecting personal boundaries whilst sponsoring

This was a proactive practice to promote safeguarding. No sponsors were declined a match due to their references.

Lessons Learned

- Working across Catholic communities during sponsors recruitment allowed references to be easily obtained for safeguarding checks.
- All sponsors freely provided a contact for a reference.
- The triage form for sponsors applications filtered out ineligible applicants where safeguarding requirements (DBS, property check, and reference) could not be met.
- Referees' responses added further details to inform matching with guests.

TRANSPORT TO THE UK

In our Welcome Book for guests, we described the preparation for their relocation. This included instructions on bringing personal belongings to the UK, travelling within Ukraine, and information about travelling by bus, car, plane, and train to the UK. In addition, guests received logistics guidance from the project team on how to travel from their homes in Ukraine to their designated sponsor in the UK.

This approach was designed into the project from the outset. The aim was to make transfer to the UK as easy as possible and remove anxiety from guests.

Along with supporting some transport costs, where possible, team members met our guests as they arrived in the UK. Meeting in person brought a deeper understanding of the people supported. Guests informally shared that they also felt more welcomed and supported when our team met them and helped with onward travel to sponsor locations.

KEY ACHIEVEMENTS

- 93.6% of guests who responded to the evaluation survey were satisfied with the travel arrangements organised by SJOG.

Lessons Learned

- Transportation options should be tailored for each case.
- Meeting guests at the airport might be a good practice and warm welcome for displaced families arriving to a new country.

EMERGENCY ACCOMMODATION

Emergency accommodation was included in the project budget in case breakdowns or another genuine reason which put guests at risk of presenting as homeless. Fortunately, emergency accommodation was only required three times; when a family arrived in the UK before the sponsor was ready to accept them, when the journey for a guest took more than 2 weeks by car, and when, at short notice, a guest needed to stay overnight in Poland before their flight to the UK.

WELCOME BOXES FOR GUESTS

The project secured funding from the Church Urban Fund to offer guests a Welcome Box. This was a concept developed by an SJOG colleague to offer essential items and information about cultural differences in the UK.

The Welcome Box included a SIM card (donated by Vodafone, UK), plug adaptors, take away mugs, a bag, stationery, and hygiene products tailored to the guests' demographics. Along with a digital copy of the guest's welcome book (described above), the team created a printed welcome message and first integration steps booklet. This was an accessible guide to access and set up universal credit, pension credit, child benefits, bank accounts, and payments from local authorities. Welcome Boxes also included small toys and colouring for children arriving.



Welcome Boxes were received by over 120 guests. At the time of writing further boxes are being distributed. Positive feedback was received.



"Thank you for the Welcome Box! I was very pleasantly surprised by the fact that everything was so carefully selected, even the activity book is for a child of a certain age. I remember shortly after arriving in the UK, my daughter and I were wandering around different shops, and she wanted to buy some crossword puzzles. We decided to wait a little bit and buy them later. All of a sudden, a surprise awaited us when we received a Welcome Box! Not to mention the bottles we both use every day and the notebooks that have come in handy many times. So, thank you very, very much for everything!" (Guest 4)

"It was very nice, for example, I did not think about the adapter for the socket, and it saved me a lot. It was also nice to receive hygiene products for the baby for the first days." (Guest 6)

"I was pleasantly surprised. The Vodafone SIM card was a lifesaver." (Guest 7)

This element of the project was comparatively small, but it offered a touch point and gesture to welcome and value guests.

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KEY ACHIEVEMENTS

- 89% of guests who responded to the evaluation were satisfied with the Welcome Box.

Lessons Learned

- The Welcome Box would be a recommended element for a warmer arrival to a new country.
- Regular questionnaires about Welcome Boxes helped us to continually enhance the content of boxes, so our guests were happy with what they received.

Making a difference... in Surrey

(prepared by Lauren Cole-Lomas and
published for Surrey Live website)

A Ukrainian mother and her two daughters fled their war torn home for the safety of Surrey

A year after the Homes for Ukraine scheme was launched to bring Ukrainian refugees to safety away from the front line, SurreyLive catches up with a Ukrainian family who fled their home. Vita Rarahovska and her two children Diana, 17, and Anhelina, 12, fled their home in west Ukraine, Ivano-Frankivsk, in January of this year. The family of three were met at the airport by their host, Peter Larkum from Stoneleigh. After spending months in the war-torn country, Vita took to Facebook and Telegram for help for her family.

Peter decided to open his home to refugees, after seeing how terrible the situation in Ukraine had become. He said, *"I feel very sorry for them and I wanted to help when the invasion first happened. They are having an awful time there, and I thought: what could we do about it to help them?"*

Grandfather of six, Peter, lives on his own after his wife passed away seven years ago. He said, *"It does get lonely on my own, my sons are now grown up and I am retired."* After being put in touch with Homes for Ukraine, Vita was matched with her host, Peter who has lived in Stoneleigh for more than 40 years. On January 11, Vita and her family flew out to the UK from Poland.

Vita said, *"I didn't believe it would be possible at first. The organisation was great, they booked the plane tickets and even sent us a Welcome Box, and asked if I was okay and provided me with support, I didn't think it would be possible to be so supported."*

"Peter came to meet us at the airport. Peter is very caring," Vita added.

Settling in for the family in the UK was 'scary' at first for the family, Vita said, especially for her daughters who had to attend a new school in a new country. Vita said, *"At first it was scary and unusual for them to be in the UK, they go to school and are settling in quite well. My eldest daughter had extra lessons in English, she can understand it and pick it up at school."*

"At first my youngest daughter had lessons and other children are helping her a lot and there are four other Ukrainian children at the school who are able to help her. The English kids made an effort to be welcoming to my daughters and they are trying to learn Ukrainian and learnt how to say hello and goodbye and they speak to me when I pick my youngest up from school."



Vita has been taking English classes through college, where she studied for two weeks and then also at her local church. At the moment Peter and Vita are using Google Translate to communicate while she learns English. The family are enjoying living in Stoneleigh with Peter. Vita said, *"I really like where we are staying, it is a lovely town with a supermarket and hospital nearby. It is 30 minutes away from London, there is a train station nearby. Sometimes I go to London, it was scary but now I can use the trains."*

When the family visited London, they went to see Big Ben, the London Eye and Tower Bridge and the British Museum. Their favourite thing is to visit all the different museums in the city.



Guest and Sponsor Recruitment and Demographics

1

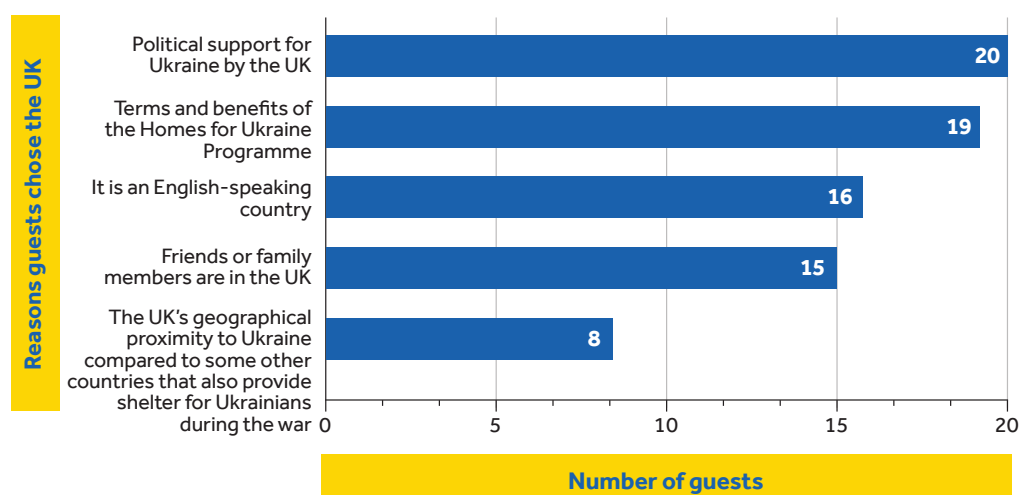
GUESTS

Recruitment

The project initially planned to promote the support on offer in Ukraine and Poland. However, the demand to relocate to the UK was so high that the additional promotion for guests was not needed.

Social media and word of mouth enabled people to access the project. Social media channels included Facebook, groups related to the wider Homes for Ukraine scheme, telegram channels, and groups on relocation to the UK.

When the team asked guests reasons for choosing the UK as a safe place during the war in Ukraine, they said:



"This program is very loyal to Ukrainians. Our rights here are almost equal to those of a citizen. This is very generous of the UK. It gives us the opportunity to study, work and access to free medical care." (Guest 5)

Demographics

Based on the results of the evaluation survey the following demographics were recorded.

Category	Details
Sex	• 90.3% of our guests are women • 9.7% are men
Age	• 48.4% of our guests (main applicants) are the age of 35-44 • 29% are the age group 25-34 • 12.9% are the age 45-54 • 6.5% are 55-64 • 3.2% are age 65-74
Family group	• 45.2% of surveyed guests are mothers with children • 32.3% are travelling adults on their own • 12.9% are couples • 9.7% are families
Level of English	• 41.9% evaluate that they are beginners • 19.4% have upper intermediate level • 16.1% have intermediate level • 9.7% have pre-intermediate level • 6.5 have advance level • 3.2% are proficient

Experience

The team asked our guests to describe their experience and to share their advice about living in the UK and with sponsors. Language skills, staying connected with their beloved who remain in their country, seeking additional support from local communities, and plans for independence, were all mentioned.

"One crucial piece of advice for those planning a move is the importance of English language proficiency. Knowledge of English greatly simplifies integration, and if conversational English isn't a strong suit, it's advisable to enrol in courses offered by local organisations. These courses can be instrumental in helping you communicate effectively in your new environment." (Guest 1)

"Relocating to a new country is never without its challenges. One of the biggest challenges we faced was leaving behind our extended family, particularly our son's grandparents, with whom he had grown up. The separation was emotionally difficult. Our advice to others planning a move under similar circumstances is to stay connected with loved ones through various means like video calls. Additionally, seeking out local support networks and organisations that can assist with integration and understanding the local culture can be immensely helpful." (Guest 1)

"My advice to others is to learn the language, especially listening, and to learn how to do most things online, such as paying, making routes, and looking up the right transport. This makes staying in a new country much easier. I also recommend connecting roaming services in Ukraine to have Internet access at the airport." (Guest 3)

2

SPONSORS' RECRUITMENT

A key part of the project was ensuring that people across the Catholic community and beyond were aware of the opportunity to sponsor. Without sponsors the project could not work.

Promoting the project involved different strategies; from identifying the target areas, communicating with potential sponsors, reaching media channels and partners, through to navigating public apathy specially when the topic of the war was losing relevance.

The team tested different messaging framing for sponsors:

- Number of people fleeing the war and in need of shelter remains high and will continue to rise.
- Damaged infrastructure in Ukraine and challenging living conditions.
- Showing personal stories of relocation and positive feedback.
- Explaining most typical profiles of displaced people from Ukraine.
- Making a huge difference to someone's life.
- Showing benefits of going through an official matching provider.
- Speaking about the hosting process in details during offline meetings and webinars.
- Showing support to Ukrainians with actions.

These messages emphasised the continued need for accepting displaced people and were reviewed based on interim results (number of sponsors signed up) and feedback.

3

ENGAGING COMMUNITIES

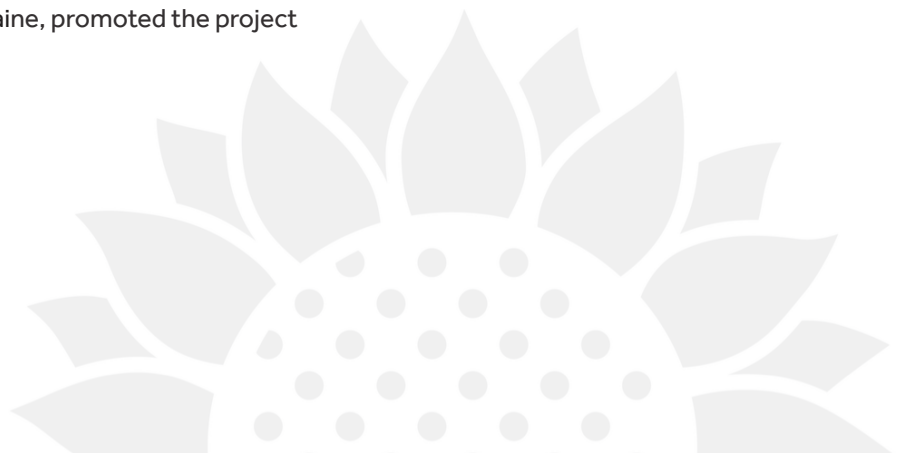
The project focused on mobilising Catholic communities across England and Wales to offer sponsorship and support.

Launch Communications

Following the launch of the project, CSAN's director wrote to the Bishops' Conference to notify them of the project and request them to share information about the scheme with their dioceses. This also included the Eparchial Bishop of the Ukrainian Catholic Eparchy who was connected to the Ukrainian Welcome Centre (The Ukrainian Welcome Centre is a partnership initiative between the Ukrainian Catholic Eparchy of the Holy Family in London and the Association of Ukrainians in Great Britain (AUGB)).

CSAN held an online briefing on 03 October 2022 to launch the project. This used the CSAN network to share information and promotional materials with their parishes.

The project was advertised on the CSAN website as well as the 'Guide to Resettlement', with testimonies from sponsors and guests added over time. Individual dioceses also shared links to the scheme on their websites. The international website, Catholics for Ukraine, promoted the project





Parish Communications

The team compiled a database of contact information for parishes across England and Wales.

Promotional materials were sent to parishes, comprising of a signed letter, posters and leaflets. The initial mailing went out in February 2023 to 2,700 parishes, with a second mailing in June 2023 targeting 10 dioceses (1,173 parishes). Emails supported mailings and were sent to parishes providing project updates.

Justice and Peace leads in each parish were provided with project materials along with the Director of Education in the Archdiocese of Liverpool, and the Education Trust in the Diocese of Hexham and Newcastle.

To diversify engagement, prayer cards were produced and shared with parishes. The first was in October 2023 following the Pope's message calling for prayers for Ukraine, and in February 2024 to mark the second anniversary of the war.

Press

The project was advertised across Catholic print and digital media including The Catholic Herald, the Tablet, Universe Catholic Weekly, Independent Catholic News, and the Catholic Post (and its sister newspapers). In addition, the team also shared articles discussing the project and offered a call for more sponsors in Catholic press. Local Catholic papers, part of the CathCom media group, also featured the project, such as Nottingham Catholic News, Middlesbrough Voice and Catholic Southwest.

Radio Maria, a national Catholic radio station, interviewed the team in November 2022 and April 2024. The offered 120 minutes of coverage.

Online Sessions

In addition to the information session detailed above, specific webinar events were held throughout the project.

CSAN connected SJOG with Caritas Westminster and the Jesuit Refugee Service (JRS), with whom a webinar was held in January 2023, for women who had registered for the JRS 'At Home' hosting session. As the JRS 'At Home' team consists of one staff member, they were looking for ways to increase interest in their hosting scheme and have additional capacity

In mid-2023, Caritas Plymouth, Caritas Portsmouth, and Caritas Salford worked with the team worked to deliver bespoke information sessions for current and potential sponsors in the area. These three online sessions were held during or around Refugee Week 2023.



Outreach Sessions

Outreach sessions were held with interested dioceses. The first, held in November 2022 at Liverpool Central Library, involved CSAN member Nugent along with the Archdiocese. A fortnight later, the team planned an event in Clifton Cathedral (Bristol), together with Caritas Clifton, but despite promotions, there was little interest from the local community.

In March 2023, the team held an event in Middlesbrough, and worked with the diocese to share information and promotional materials with parishes in the area. Twenty-six people attended from across the diocese, with ITV News Tyne Tees also present and reporting on the event. The National Board of Catholic Women – a CSAN member, was also present at the event and agreed to further promote the scheme across the diocese and helped the team successfully secure matches as a result.

To mark Refugee Week 2023, the SJOG team were invited to Billingshurst Refugee coffee morning by Caritas Arundel & Brighton. People who attended were already involved with refugee projects in their communities. Discussion centred on providing local support including opportunities for sponsoring guests. This was an opportunity for CSAN to discuss Love the Stranger and the related call-to-action, both of which promoted schemes such as Homes for Ukraine and provided encouragement for communities to get involved.

In 2024, the team held further in-person information sessions in Leicester and Manchester, sharing materials with individuals active in the community to share with their networks. These events were coordinated with the local Caritas leads. Attendance echoed that of Arundel & Brighton in offering people engaged with the scheme and wider refugee work, a networking opportunity.

Other Promotions

During Refugee Week 2023, CSAN created a special newsletter, sharing information about the online sessions planned for the month of June, as well as the in-person coffee morning. The mailshot was shared with all those subscribed to the CSAN newsletter as well as the Migration Alliance.

SPONSOR RECRUITMENT: REACHING WIDER AUDIENCE

To reach as many potential sponsors as possible, wider social media campaigns and non-Catholic media were also engaged (see table 5).

Table 5 – Communication Strategy Reaching Wider Audience

Comms Channel	Details
SJOG Services	Posters and leaflets to carehomes within SJOG Hospital Services in the UK.
Local authorities	Emails to all local authorities in England promoting the project and support on offer.
Social media	SJOG and CSAN X (Twitter) pages, SJOG's LinkedIn, Facebook and TikTok pages. A specific YouTube channel for SJOGs Homes for Ukraine project was created to share information on hosting for sponsors and guests. The team published video case studies and sponsors' and guests' feedback on their experience. A specific Facebook page was created to share information in more than 500 Facebook groups related to Ukrainian refugees and local community groups across the UK. The project Facebook content was viewed more than 3 million times.
Newspapers	Newspapers including online campaigns in 41 local websites in England and Wales.
Radio stations	Radio stations such as BBC Radio Merseyside, BBC Radio Bristol, BBC Radio Tees.
TV	ITV Tyne Tees news coverage.
Poster campaign	Poster campaign in local libraries and community centres in England.
Consulting	Lodestone (supporting social media campaign design through pro-bono work) and GoodWork PR agencies.

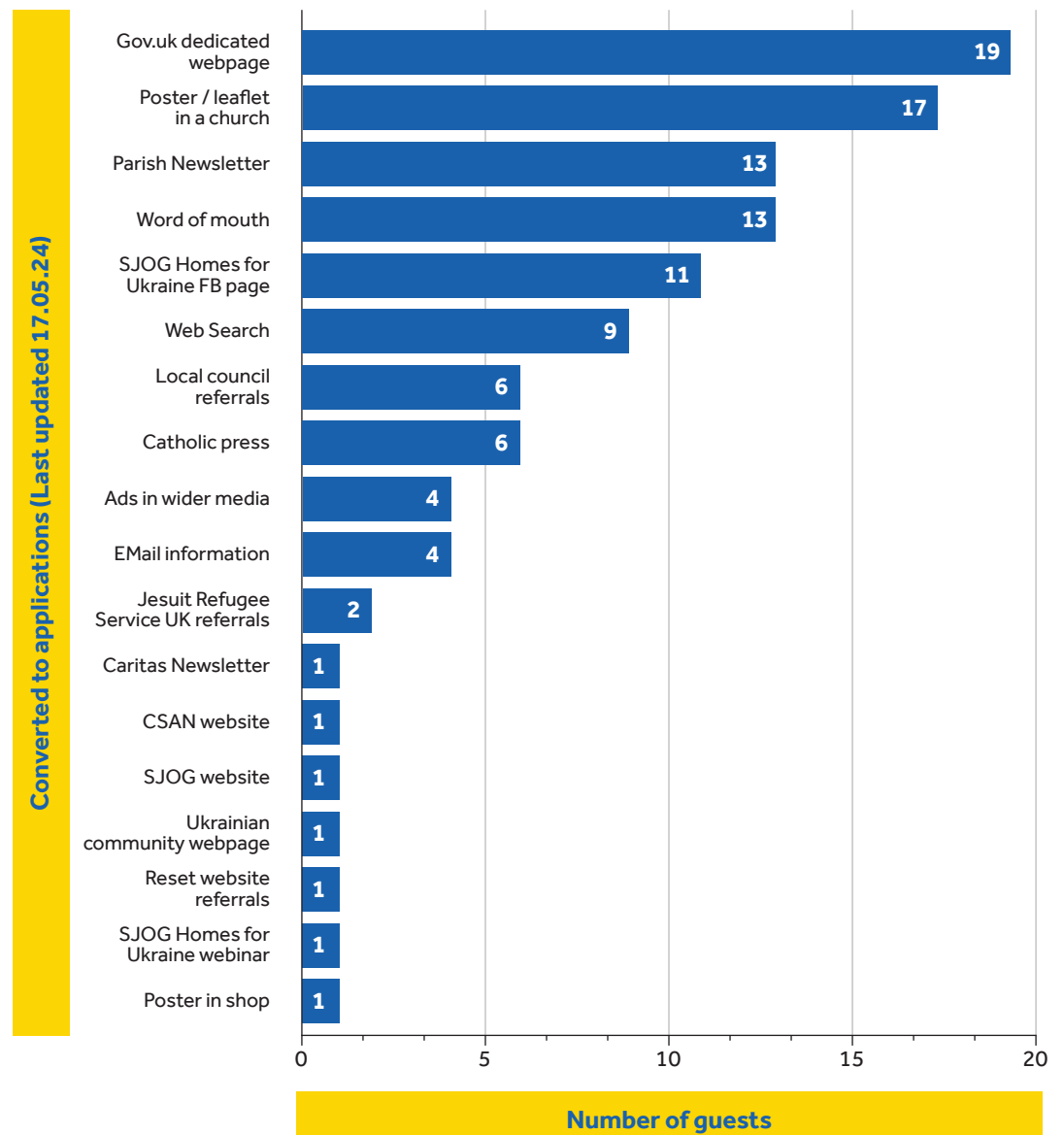
The Most Effective Communication Channels

To address the challenges in sponsor recruitment, the team aimed to find the most effective communication channels relevant among the catholic community and wider audiences. Different communication and marketing campaigns required a differing time and financial resources. Capturing the impact and effectiveness of the communications strategy was important to make informed decision to reach the target group of sponsors.

Most sponsors found us through Catholic communities and being listed on the Government website as a recognised provider.



Breakdown of Where Sponsors Heard About the Project



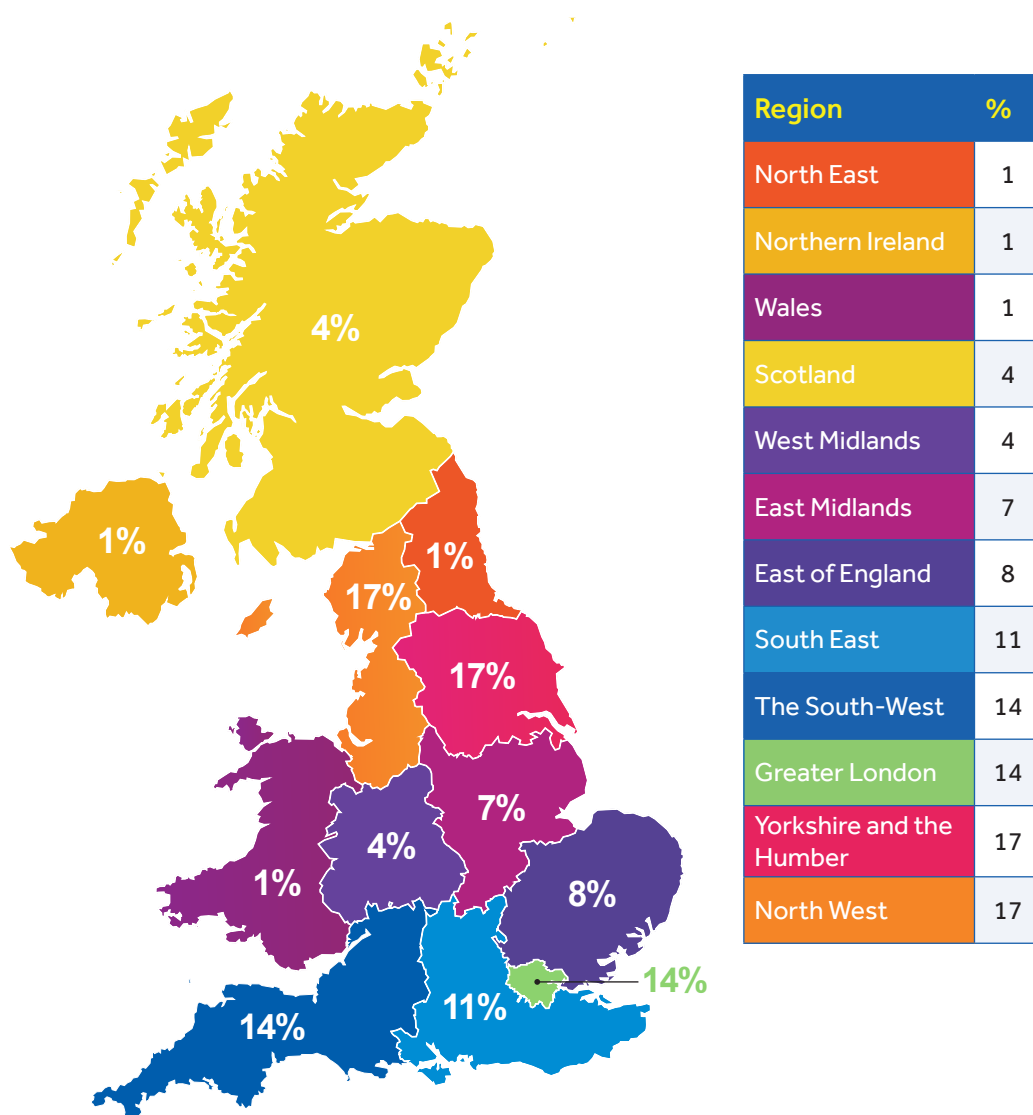
TARGET AUDIENCE: GEOGRAPHY AND DEMOGRAPHICS

Sponsor Locations

Geographic areas:

Sponsors who have vacant rooms were often located in more affluent but remote towns and villages. At the same time, potential guests preferred to find a sponsor in bigger cities in order to access job and education opportunities, and transport infrastructure.

Despite these preferences of some guests to be located in the London area, the project recruited sponsors and made matches far and wide. From Northern Ireland to the Orkney Isles in Scotland.



Other large cities were promoted to guests. Bristol, Manchester, Liverpool, Leicester, were used as locations for outreach events. This was to recruit sponsors, but we also promoted the areas to guests when matching.

SPONSOR DEMOGRAPHICS

Table 6 – Sponsors’ demographics: ONS data of vs SJOG data of our project’s sponsors

ONS data on sponsor profiles	Project data on sponsor profiles
The majority of sponsors (67%) were employed, with 40% of these in full-time employment. Around one-quarter (26%) were retired.	The majority (44%) were retired. Almost half (41%) are employed with 26% of these in full-time employment.
Almost half (48%) of sponsors were aged 50 to 69 years, followed by nearly two in five (38%) aged 30 to 49 years. Almost half (48%) of sponsors were aged 50 to 69 years.	Nearly all sponsors (92%) were from between category 50–69. Sponsors aged 70 represented 8%. People below the age of 50 did not sponsor.
Most sponsors were female (55%), compared with 45% who were male.	The numbers of females and males were almost equal. Males 54% and females 46%.

Lessons Learned

- 32% sponsors requested only sponsoring adults. 68% of sponsors were happy to sponsor children, young people, and people of retirement age.
- Sponsors were not necessarily in the preferred geographical location for guests. However, through strong introductions to understand the local area, guests were happy to locate to these places. Future work on promoting all areas of the UK is needed to ensure support can be met.

SPONSORS SIGN UP PATTERNS

The project website and sponsor registration forms launched in October 2022. To date 136 sponsors signed up - an average of 2 sponsors a week. Sponsor recruitment has been a challenge, especially over the summer months and the Christmas holidays.

In late March 2023, there was a spike in sponsors applications. The team worked with consultants to increase presence of project in local media, targeting media from the home counties. This coincided with the anniversary of the Homes for Ukraine Scheme and a publicity campaign from DLUHC. We saw an up take of sponsors – around 30 in 1 month. To support more people from Ukraine, we managed to match guests with sponsors quickly without compromising the quality of the service.

When individuals wanted to help but were not able to or did not want to sponsor, they offered use of properties or small donations for Welcome Boxes for guests - the Catholic parish in Chipping Norton offered their presbytery house for a family of 5 from Kharkiv, Eastern Ukraine.

KEY ACHIEVEMENTS

- Overall, 136 sponsors signed up to sponsor a family through SJOG Homes for Ukraine.
- The team prepared and hosted 35 information sessions for both sponsors and guests.
- Our Facebook content has been viewed more than 3 million times.
- Our content in digital media has been viewed more than 1,5 million times.
- The pages of our website have been viewed over 164,000 times.
- 96.8% of our guests and 93.2% of our sponsors who responded to survey mentioned that the information on SJOG website was useful for them.
- 87.1% of our guests and 45.5% of our sponsors who responded to survey mentioned that the information on SJOG Facebook page was useful for them.
- 77.5% of our guests and 47.7% of our sponsors who responded to survey mentioned that videos on SJOG YouTube channel was informative.

Lessons Learned

- The war in Ukraine had been on the news for 8 months when the project started recruiting sponsors (October 2022). This coincided with the cost-of-living crisis which affected sponsor recruitment.
- A delay in the project being listed on the Government website as an approved recognised provider impacted sponsor sign up, as potential hosts wanted reassurance before proceeding. The project was listed in January 2023.
- Some sponsors expressed anxiety around moving on options for their guests after 6 months of sponsoring.
- The expression of interest sponsors database, hosted on the government website, was organised and managed by the government and consequently only shared with local authorities due to data protection. Sharing this may have reduced bottlenecks and engaged people thinking of hosting more quickly.
- The thank you payments received per month (£350) were not equal to the number of guests being hosted by a sponsor. For example, a sponsor hosting 1 guest would receive the same amount as another sponsor hosting 5 guests, which discouraged some sponsors from hosting.
- Preparing communication plan with media databases prior to public launch of the project to ensure timely release of publicity materials when project starts.
- Promoting project in wider audience from the start in parallel with promoting in Catholic parishes to make promotion more effective.
- Having engaged local partners that will push the project especially when preparing offline events. It is effective to partner with local Ukrainian community groups (other refugee cohorts' representatives).



Making a difference...

in South Yorkshire

Story from Liudmyla Rohova and her daughter Margaryta
staying in Doncaster, in South Yorkshire, England.

"First of all, I want to thank everyone who created this programme and helps Ukrainians on their way. Thank you very much for your support and help.

At the beginning of the war, my mother, my daughter and I left for Bulgaria. There is probably no need to explain the situation we were in. We didn't know what to do, whether to stay or go or go somewhere else but we didn't know where to go either.

By fate, we ended up in Bulgaria, and I thought we would stay there for a little while, for a week or a month at the most. Many people put their lives on hold at that time, and I was no exception. I never wanted to stay there for a long time, to learn the language and rebuild something. I was just waiting.

But a year passed when I realised that I could no longer keep my life on hold, hoping to return home. That's when I started looking for options to move to other countries where my daughter and I could start living our normal lives.

The choice of country mainly depended on the language. As both my daughter and I speak English quite well, I was very hopeful that we would be able to move to an English-speaking country.

I applied everywhere whenever I saw such an opportunity. But after a while, after talking to people who had already moved to the UK, I started to lose hope that I would succeed because I heard from everyone that there were almost no more families willing to take in Ukrainians.

When I had almost forgotten about it and was looking for other options, I suddenly received a letter from your organisation. We had several online meetings with the family. I immediately liked them very much.

The manager Maria Pashkova helped me at every step, from meeting the family to booking tickets, for which I would like to thank her for. To be honest, I didn't believe until the last moment that we were really going to the UK, until Maria sent me our plane tickets.

I felt like I was in a gentle embrace, I didn't even have to plan our trip or book the tickets because Maria did it all for me. This was a new and extremely pleasant experience for me.

The family we live with now is incredibly wonderful. Every time I talk to them, I can feel how great they are. I feel how big their hearts and sincere souls are. I



often think about the fact that thanks to your work and effort, we have met such extremely kind, decent, polite and sympathetic people who are doing their best to help us rebuild our lives. Thank you very much.

I would also like to thank you for the Welcome Box. I was very surprised when I received it, because I had completely forgotten about it after the move. I was very pleasantly surprised by the fact that everything was so carefully selected, even the activity book is for a child of a certain age.

I remember shortly after arriving in the UK, my daughter and I were wandering around different shops, and she wanted to buy some crossword puzzles. We decided to wait a little bit and buy them later. All of a sudden, a surprise awaited us when we received a Welcome Box! Not to mention the bottles we both use every day and the notebooks that have come in handy many times. So, thank you very, very much for everything!"



Project Team and Partnerships

1

TEAM

The project team brought a diverse skillset. Team members had backgrounds in social sciences, project management, communications, hospitality, data analytics and research. Three members of the team had lived experience of relocating to the UK under the Homes for Ukraine Scheme. This meant the team had language skills and practical understanding of being supported by the scheme which helping inform project delivery and address what worked and what didn't.



"The fact that they [the team] were Ukrainian, the fact that they spoke the language, they understood the cultural context, they could speak with the guests, they could reassure them, they could assist with the initial support and relationship management. I think that really helped keep the relationships [between sponsors and guests] intact...." (Team member 6)

Throughout the project the team was constantly learning, improving, and adapting their skills to better serve the needs of Ukrainian guests and sponsors.

Having close links to Ukraine added motivation to succeed.

"As Ukrainians and because we came here due to the war, we understand how hard it can be to move to a new country, and especially in these circumstances. (...) We can communicate immediately with sponsors and guests from Ukraine, and we understand the context. We know the language. I think it is a plus, it's useful." (Team member 4)

The motivation team members felt around them had a positive impact on the delivery of the project, cultivating team spirit. Colleagues felt encouraged. The team's commitment and motivation were very strong throughout the project, helping overcome challenges both operationally within the project and on a personal level.

"Their determination! I've never worked with people that are like no is not an answer, but in a realistic way as well. I was really inspired by their restlessness, the good restlessness to be like, we're going to keep pushing... They would just work so hard, you don't always get that, do you?" (Team member 7)



"The most challenging is (in this work) that you can't help everyone (in need). We've got 1000s of applications from Ukrainian families, and you go through them all and you see the stories, but you know you can't always help them all. (...) With the lack of sponsors, it means that we had to be selective and make smart decisions and not sudden. The most challenging thing is to stop receiving applications, we can't help everyone." (Team member 3)

Lessons Learned

- Three of the project team had lived experience of being supported by the Homes for Ukraine Scheme. This was key to speed of project set up and particularly supporting Visa applications.
- Having a Ukrainian team speaking the language and understanding the culture were important in building relationships and trust between sponsors and guests.



PARTNERSHIPS AND COLLABORATIONS

The project worked with funders, local authorities, charities, and consultants to ensure it met the needs of sponsors and guests.

FUNDERS

The activities of the project were supported by funding from the Albert Gubay Charitable Foundation, Department for Levelling Up Housing and Communities, and the Church Urban Fund. We also received small donations from catholic parishes to support the work.

Funders were flexible in accommodating to the needs of the project. Sponsor recruitment was a consistent challenge. The team were prudent in managing budgets to allow for marketing to be allocated to most effective route which would lead to conversations in sponsors. Management in this was allowed for no cost extensions to the duration of the project meaning the team could support need and pilot new initiatives such as private rented sector brokerage.

PARTNERSHIPS

SJOG and CSAN

The partnership between SJOG and CSAN was core to the project. SJOG delivered the operational knowhow and infrastructure and CSAN delivered the links and network to mobilise the Catholic community. Conducting weekly meetings between SJOG and CSAN, provided the opportunity to regularly collaborate, develop, adapt and analyse different parts of the project such as the communication strategy, and to discuss relevant policy changes and statistics.

"I really liked getting to facilitate meetings between our members. There was one day we went to Northampton because our Caritas contact there had told us that he might have some links to religious orders and religious communities who might have had free houses or extra space on the level perhaps that the ordinary family might not. So that was good because as CSAN we were the middleman, and we were able to bring these two organisations (SJOG and Caritas) together." (Team member 8)

"It was such a joy to be able bring them together (SJOG and parishes). And I think there has been a bit of success there and now they've got those contacts as well, this is going to last way beyond ... I think we sound slightly big headed to say, but we basically allow relationships to happen that might not have happened otherwise and that has been the best part about the partnership. (Team member 7)



VCSE organisations

The project was just one offering support to Ukrainians. Organisations listed as recognised providers were collaborated with. This helped with weekly, and latterly monthly, meetings organised by DLUHC.

Sector wide collaboration was important. For example, the project focused on matching and offering support until the guests had arrived and settled in the UK. The team was not in a position to provide mental health support, or support with education and employment which were also significant needs of guest. Linking with VCSE organisations, sharing resources, and troubleshooting together meant that gaps in support could be filled.

Department of Levelling Up Housing and Communities

Colleagues from DLUHC hosted weekly meetings with all registered providers to discuss updates on the scheme. This covered policy and procedure updates along with assisting with troubleshooting for example, if a Visa application was not progressing.

The meetings were very helpful to share learning and hear the patterns of activities from other providers. It also offered a mechanism to suggest policy improvements.

Sponsor recruitment did increase in March 2023 which aligned to a marketing push from DLUHC about the scheme's 1 year anniversary. While other smaller marketing initiatives were made by DLUHC (e.g. in February 2024) a clearer marketing strategy may have helped increase sponsor recruitment further.

Local Authorities

Local Authorities (LAs) played a critical role in supporting the matching through sponsor DBS checks and supporting rematching. LAs verified placements for "thank you" payments and were key in ensuring safeguarding arrangements were in place.

Many LAs had established specific teams to support Homes for Ukraine and were responsive and helpful. This assisted in providing a reactive service to sponsors and guests. LAs help was invaluable in resolving difficulties, especially when finding alternative sponsors in rematch situations. On one occasion the project team had a video call with sponsors and guests on Thursday, on Friday we had contact with the local authority team, who confirmed arrangements, and on Monday the guest arrived at the sponsors' house.

The team would like to highlight Manchester City Council, Barnet Council, Hertfordshire County Council, Suffolk County Council, Liverpool City Council and North Yorkshire Council who provided tremendous assistance.

"For example, with home checks and seeking the alternative sponsors for our sponsors and guests, when things dropped or when things didn't work out with our sponsors, local authorities handled them successfully." (Team member 1)

Initially it was difficult to find contact details, such as phone numbers or email addresses, for the dedicated Homes for Ukraine department within a LA. As the teams within LAs established themselves and clearer signposting was made available these challenges were resolved.



5

KEY ACHIEVEMENTS

- Working alongside other matching providers, sharing resources, and knowledge helped with troubleshooting.
- Partnering with local organisations for the event management to share wider support networks to potential sponsors and guests (e.g. Caritas agencies).

Lessons Learned

- Having funders who were flexible about project delivery meant that that delivery could respond to needs and challenges, whilst testing new ideas.
- Having a joint-up approach to sponsor recruitment would mean sponsors expectations could be managed. Sharing of the expression of interest list across registered providers would help with this and prevent some sponsors registering with multiple providers.
- It was noted that sponsors trust their local authorities for advice, and some had spoken with LAs initially to find a guest. More open collaboration between authorities and providers, facilitated through data sharing, could have yielded more matches.





Making a difference... in North Yorkshire

How did your journey to the UK begin?

In the midst of turmoil and constant shelling in Kharkiv, my family found a glimmer of hope through the 'Homes for Ukraine' program offered by SJOG. Our journey began when we were introduced to the program, which was to become our lifeline out of a perilous situation. This program not only provided us with an escape route but also paved the way for a brighter and more peaceful future for my son, who has Asperger's syndrome. The program offered us a lifeline to escape this perilous situation, and we are incredibly grateful for this chance. A remarkable couple, Anna and Edmund, quickly became our sponsors, but they would soon come to mean much more. They enveloped us with care and support, evolving into more than just sponsors; they became family.

How did you find the process?

The transition from a war-torn region to safety was made remarkably smooth, thanks to the program's efficient handling of every detail. From swift paperwork processing to speedy solutions for any issues that arose, SJOG's 'Homes for Ukraine' program made sure our needs were met every step of the way.

In a world filled with challenges and uncertainties, the 'Homes for Ukraine' program shines as a beacon of hope, providing not just refuge but also a chance for a brighter tomorrow. Our story serves as a testament to the power of compassion and the impact it can have on those facing the harshest of circumstances.

What do you like about living in the UK?

Living in the UK has brought a newfound sense of security and peace to our lives. One of the most wonderful aspects of our new life here is the access to education for our son. He now attends a school that was previously beyond our wildest dreams. The environment is peaceful, which has positively impacted his health and well-being. Moreover, the warmth and kindness of the people we've met, including our sponsors Anna and Edmund, have made us feel truly welcome. Our son's first words upon arriving here were, "How wonderful it is to finally sleep without the sound of sirens."

Another aspect that has pleasantly surprised us is the exceptional quality of food. The UK offers a diverse culinary experience, and we've come to appreciate the delicious variety of meals available here.

Which part of the UK are you now based?

We currently reside in North Yorkshire, and the weather here has been a pleasant surprise as well. Contrary to the myths of perpetual rain, we've found the weather to be quite wonderful. North Yorkshire boasts sunny days and lush green landscapes. Every town is steeped in history, and the people are incredibly welcoming and ready to assist with open hearts.

How has coming to the UK impacted your life?

Perhaps the most poignant transformation was the impact on our son's life. Once filled with fear and uncertainty, he now has the opportunity to attend a school that was previously just a dream. This newfound security and access to education have rekindled the joy of learning, making school days something to look forward to once again.



But there was an even deeper level to the change we witnessed in our son. The war had taken a toll on his health, exacerbating his Asperger's syndrome. Here, in a peaceful environment, he finally found a place where he could thrive and receive the care he needed. His first words upon arriving were, "How wonderful it is to finally sleep without the sound of sirens." It was difficult to part from our extended family back home, as he had grown up with his grandparents, but our son's future meant everything to us. We are immensely grateful that England has embraced us so warmly.

What challenges have you faced, and what advice would you give to other guests from Ukraine who are planning their move?

Relocating to a new country is never without its challenges. One of the biggest challenges we faced was leaving behind our extended family, particularly our son's grandparents, with whom he had grown up. The separation was emotionally difficult. Our advice to others planning a move under similar circumstances is to stay connected with loved ones through various means like video calls. Additionally, seeking out local support networks and organisations that can assist with integration and understanding the local culture can be immensely helpful.

One crucial piece of advice for those planning a move is the importance of English language proficiency. Knowledge of English greatly simplifies integration, and if conversational English isn't a strong suit, it's advisable to enrol in courses offered by local organisations. These courses can be instrumental in helping you communicate effectively in your new environment.

Furthermore, fostering friendly relationships with your sponsors and heeding their advice is invaluable. They can provide insights into local customs and traditions, making your transition smoother and more enjoyable.

How did your sponsor help you relocate and settle in the UK?

Our sponsors, Anna and Edmund, have gone above and beyond to ensure our smooth transition and comfortable settlement in the UK. They prepared exceptionally comfortable rooms for us, providing a true sense of home and tranquillity. Their generosity and hospitality have been truly heart-warming.

But what truly stands out is the unwavering support and care they offer my son. They have not only embraced us with open hearts but have also extended their warmth and care to him.

We are profoundly grateful to the 'Homes for Ukraine' programme for introducing us to such kind and compassionate individuals who have made this challenging journey so much easier for our family.

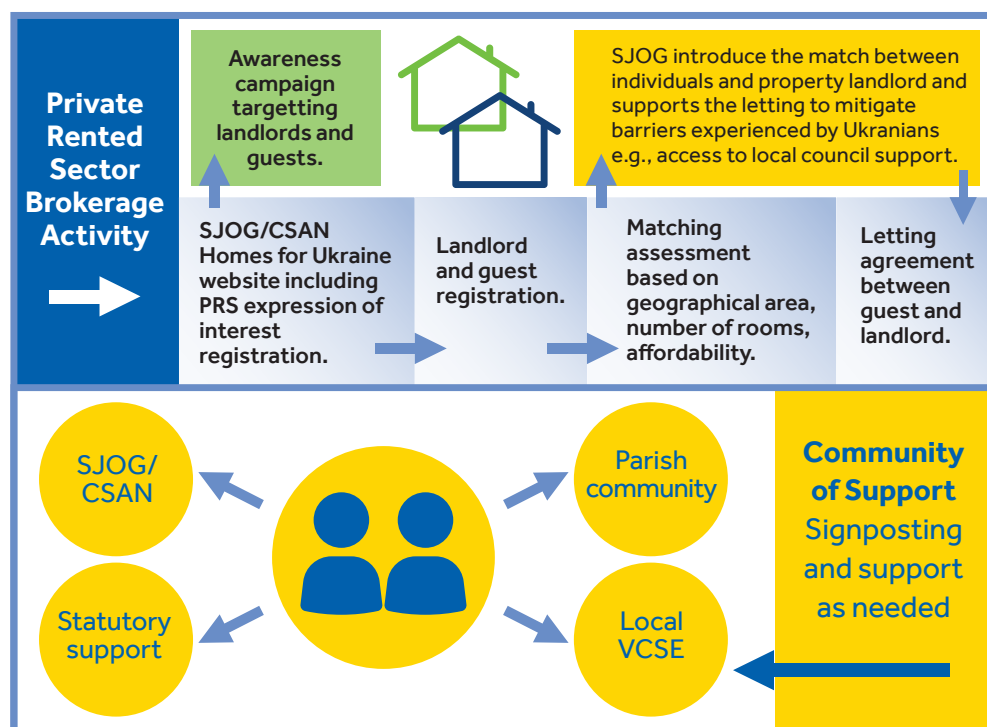
Piloting private rented sector move-on

1

In November 2023, it was identified that moving on from sponsor locations to private rented sector accommodation was challenging. This was across the Homes for Ukraine Scheme, not just limited to the guests supported through this project.

Our aim in this part of our project was to facilitate matching between landlords and guests – using the skills and experience developed during the project.

The brokerage model used the skills of the team in matching and meant landlords could register directly with us to offer properties.





In this element of the project, the team offered:

Service	Details
Access to Prospective Tenants	The team shared a property list to guests who have completed a six-month placement with sponsor and who were actively seeking long-term housing solutions.
Local Authority Partnerships	Worked with local authorities to explore deposit options and guarantor arrangements
References and Sponsorship	To provide references the project matched, ensuring peace of mind for both landlords and tenants.
Introduction and Mediation	To facilitate introductions between landlords and guests.

The team advertised the service on Facebook, MovingSoon and Gumtree. In the first 4 weeks, 12 landlords had offered properties. The team engaged local authorities about the initiative to offer capacity building to their homes for Ukraine and housing teams.

Interestingly, most local authorities had developed established resources and teams for the resettlement of Ukrainian guests in their areas and the main challenge for them was housing stock.

Building on the success of our sponsor information sessions, in May 2024 the team developed a private rented sector move on options webinar. This specifically focused on considerations for people moving from sponsor accommodation. Twenty-three people attended. Further private rented sector information sessions are planned in June 2024.

KEY ACHIEVEMENTS

- 12 landlords offered properties.
- One family successfully moved on to private rented accommodation. Other properties were not in suitable locations for other guests.
- 23 people moving on from sponsor accommodation (from within and outside our project) attended our information webinar in May 2024.

Lesson Learned

- An overwhelming preference was to move into accommodation in London. Due to the costs of rent and the housing crisis, there is not enough affordable housing options available to meet requirements.
- Housing solutions are needed, and effort should be given to promote other areas of the UK to help meet housing need. When guests have completed their 3-year period of residence in the UK under the Homes for Ukraine Scheme, 32.3% told us they planned to stay in the UK. 48.4% had not decided. The remaining 19.4% planned to move back to Ukraine.
- Guests required financial support through deposits, first month of rent which this project could not provide. Some local authorities provided these incentives. Eligibility of these should be made as clear as possible to inform housing choices and options early on.
- Guests required a guarantor to access rented accommodation. The project signposted to services that offered guarantor schemes but guests wanted to engage in a project designed to support people from Ukraine. Note, according to ONS data, 50% of guests cannot provide a guarantor.

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/internationalmigration/bulletins/experiencesofhomesforukrainschemesponsorsuk/10to21august2023>



Acknowledgements

It has been a privilege to deliver our Homes for Ukraine project and we hope that the learning in this report can inform future schemes and organisations supporting people displaced by war.

Our Homes for Ukraine project has been possible because of people and partners. We would like to thank the project delivery team at SJOG and CSAN for their tireless work on the project and responding to the needs of the guests and sponsors.

We would like to thank the Catholic communities across England and Wales who have supported guests by hosting or holding our information sessions.

Working in partnership with our funders, the Albert Gubay Charitable Foundation, the Department for Levelling Up Housing and Communities, and the Church Urban Fund, has allowed the project to meet need since September 2022, along with the wider network of local authorities and VCSE organisations.

Lastly, thank you to our guests and sponsors for choosing our service. It has been an honour to work with you. We extend our heartfelt wishes for safety and wellbeing to all our guests, along with their families and friends, whether they choose to remain in the UK or return to Ukraine. Additionally, we would like to express our deep appreciation for the incredible generosity of all the sponsoring families who graciously opened their homes and hearts to welcome strangers.



Appendix A

UKRAINIAN GUEST QUESTIONNAIRE RESULTS (31 RESPONDENTS)

PART 1

General experience of the 'Homes for Ukraine' programme

Question 1:

Reasons for choosing the UK as a safe place during the war in Ukraine.
Please select multiple answers:

20 respondents selected: "Political support for Ukraine by the UK"

19 respondents selected: "Terms and benefits of the Homes for Ukraine Programme"

16 respondents selected: "It is an English-speaking country"

15 respondents selected: "Friends or family members are in the UK"

8 respondents selected: "The UK's geographical proximity to Ukraine compared to some other countries that also provide shelter for Ukrainians during the war"

Question 2:

What are your plans for the future after completing your 3-year period of residence in the UK under the Homes for Ukraine programme? Please select one answer:

Valid	Frequency	%	Valid %	Cumulative %
I intend to stay in the UK	10	32.3	32.3	32.3
I intend to return to Ukraine	6	19.4	19.4	51.6
I haven't decided yet	15	48.4	48.4	100.0
Total	10	100.0	100.0	

Question 3:

Your impressions of the relocation process. Please rate each option from 1 to 5: The SJOG team chose the right sponsor for me:

Valid	Frequency	%	Valid %	Cumulative %
Strongly disagree	1	3.2	3.2	3.2
Neutral	1	3.2	3.2	6.5
Agree	4	12.9	12.9	19.4
Strongly Agree	25	80.6	80.6	100
Total	31	100.0	100.0	

Question 4:

The SJOG team provided support during the video call:

Valid	Frequency	%	Valid %	Cumulative %
Strongly disagree	1	3.2	3.2	3.2
Agree	2	6.5	6.5	9.7
Strongly Agree	28	90.3	90.3	100.0
Total	31	100.0	100.0	

Question 5:

The location of the accommodation met expectations:

Valid	Frequency	%	Valid %	Cumulative %
Strongly disagree	2	6.5	6.5	6.5
Disagree	1	3.2	3.2	9.7
Agree	3	9.7	9.7	19.4
Strongly Agree	25	80.6	80.6	100.0
Total	31	100.0	100.0	

Question 6:

The accommodation met expectations:

Valid	Frequency	%	Valid %	Cumulative %
Strongly disagree	1	3.2	3.2	3.2
Neutral	2	6.5	6.5	9.7
Strongly Agree	28	90.3	90.3	100.0
Total	31	100.0	100.0	

Question 7:

The information on the SJOG website was:

Valid	Frequency	%	Valid %	Cumulative %
Extremely Useful	20	64.5	64.5	64.5
Useful	10	32.3	32.3	96.8
Difficult to Answer	1	3.2	3.2	100.0
Total	31	100.0	100.0	

Question 8:

The information on the Facebook page was:

Valid	Frequency	%	Valid %	Cumulative %
Extremely Useful	13	41.9	41.9	41.9
Useful	14	45.2	45.2	87.1
Difficult to Answer	4	12.9	12.9	100.0
Total	31	100.0	100.0	

Question 9:

How informative are the YouTube videos?

Valid	Frequency	%	Valid %	Cumulative %
Extremely Informative	10	32.3	32.3	32.2
Informative	14	45.2	45.2	77.4
Difficult to Answer	7	22.6	22.6	100.0
Total	31	100.0	100.0	

Question 8:

The Welcome Book for Ukrainians was:

Valid	Frequency	%	Valid %	Cumulative %
Extremely Useful	13	45.2	45.2	45.2
Useful	14	41.9	41.9	87.1
Difficult to Answer	4	12.9	12.9	100.0
Total	31	100.0	100.0	

Question 9:

The consultation about hosting during the matching process was:

Valid	Frequency	%	Valid %	Cumulative %
Extremely Useful	20	64.5	64.5	64.5
Useful	6	19.4	19.4	83.9
Neither useful nor useless	2	6.5	6.5	90.3
Difficult to Answer	3	9.7	9.7	100.0
Total	31	100.0	100.0	

Question 10:

Your level of satisfaction with flights organised by SJOG. Please answer on a scale from 1 to 5, where 5 is the most satisfied and 1 is the least satisfied.

Valid	Frequency	%	Valid %	Cumulative %
Disatisfied	1	3.2	3.2	3.2
Neutral	1	3.2	3.2	6.5
Satisfied	2	6.5	6.5	12.9
Extremely Satisfied	27	87.1	87.1	100.0
Total	31	100.0	100.0	

Question 11:

The sponsors helped me/us to get home from the airport:

Valid	Frequency	%	Valid %	Cumulative %
Yes, the sponsors provided help	24	77.4	77.4	77.4
No, the sponsors did not provide help	7	22.6	22.6	100.0
Total	31	100.0	100.0	

Question 12:

The information about the support from local communities was:

Valid	Frequency	%	Valid %	Cumulative %
Extremely Useful	14	45.2	45.2	45.2
Useful	15	48.4	48.4	93.5
Neither useful nor useless	2	6.5	6.5	100.0
Total	31	100.0	100.0	

Question 13:

Do you agree or disagree with the statement that your relationship with the sponsors was excellent and you were able to communicate freely? Please select one answer:

Valid	Frequency	%	Valid %	Cumulative %
Yes	25	80.6	80.6	80.6
More likely yes than no	5	16.1	16.2	96.8
More likely no than yes	1	3.2	3.2	100.0
Total	31	100.0	100.0	

Question 14:

SJOG has been able to resolve problems if any arose. Please select one answer:

Valid	Frequency	%	Valid %	Cumulative %
Yes, SJOG successfully resolved issues	18	58.1	58.1	58.1
Not applicable, everything was great	13	41.9	41.9	100.0
Total	31	100.0	100.0	



PART 2

General experience of the 'Homes for Ukraine' programme

Please assess the practical assistance you received from the local authorities in the following areas. Please rate each option from 1 to 5: Training courses:

Question 1:

Temporary accommodation (hotel):

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	3	9.7	9.7	9.7
Poor	2	6.5	6.5	16.1
Very Good	5	16.1	16.1	32.3
Not applicable	21	67.7	67.7	100.0
Total	31	100.0	100.0	

Question 2:

Long-term accommodation (finding a new sponsor, social housing, etc.):

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	3	9.7	9.7	9.7
Poor	1	3.2	3.2	12.9
Neutral	1	3.2	3.2	16.1
Very Good	8	25.8	25.8	41.9
Not applicable	18	58.1	58.1	100.0
Total	31	100.0	100.0	

Question 3:

Social benefits:

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	1	3.2	3.2	3.2
Poor	1	3.2	3.2	6.5
Good	6	19.4	19.4	25.8
Very Good	19	61.3	61.3	87.1
Not applicable	4	12.9	12.9	100.0
Total	31	100.0	100.0	

Question 4:

One-off payment (£200):

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	1	3.2	3.2	3.2
Poor	1	3.2	3.2	6.5
Good	1	3.2	3.2	9.7
Very Good	23	74.2	74.2	83.9
Not applicable	5	16.1	16.1	100.0
Total	31	100.0	100.0	

Question 5:

Please rate the quality of healthcare services (NHS and GPs) in terms of their overall effectiveness, accessibility and reliability. Please rate each option from 1 to 5: General practitioner (GP):

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	2	6.5	6.5	6.5
Poor	1	3.2	3.2	9.7
Neutral	5	16.1	16.1	25.8
Good	7	22.6	22.6	48.4
Very Good	16	51.6	51.6	100.0
Total	31	100.0	100.0	

Question 6:

Accident and Emergency care:

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	3	9.7	9.7	9.7
Poor	2	6.5	6.5	16.1
Neutral	10	32.3	32.3	48.4
Good	5	16.1	16.1	64.
Very Good	11	35.5	35.5	100.0
Total	31	100.0	100.0	

Question 7:

Sexual health clinics:

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	3	9.7	9.7	9.7
Poor	2	6.5	6.5	16.1
Neutral	10	32.3	32.3	48.4
Very Good	5	16.1	16.1	64.5
Not applicable	11	35.5	35.5	100.0
Total	31	100.0	100.0	

Question 8:

Ambulance services;

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	4	12.9	12.9	12.9
Poor	1	3.2	3.2	16.1
Neutral	7	22.6	22.6	38.7
Very Good	6	19.4	19.4	58.1
Not applicable	13	41.9	41.9	100.0
Total	31	100.0	100.0	

Question 9:

Mental health support services:

Valid	Frequency	%	Valid %	Cumulative %
Very Poor	4	12.9	12.9	12.9
Poor	9	29.0	29.0	41.9
Good	6	19.4	19.4	61.3
Very Good	12	38.7	38.7	100.0
Total	31	100.0	100.0	

Question 10:

Please indicate your level of satisfaction with the Homes for Ukraine programme: On a scale from 1 to 5, where 5 is the most satisfied and 1 is the least satisfied:

Valid	Frequency	%	Valid %	Cumulative %
Satisfied	4	12.9	12.9	12.9
Extremely Satisfied	27	87.1	87.1	100.0
Total	31	100.0	100.0	

Question 11:

On a scale from 0 to 10, how likely are you to recommend the Homes for Ukraine programme to your family, friends or colleagues?

27 respondents gave a score of 10 out of 10:

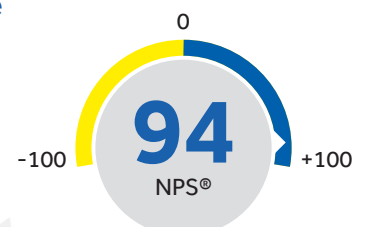
2 respondents gave a score of 9 out of 10:

2 respondents gave a score of 8 out of 10

Promoters **29**

Passives **2**

Detractors **0**



PART 3

Demographic questions. Please answer a few questions that relate to you personally, but will not allow you to be identified, the anonymity of the completed questionnaire is preserved.

Question 1:

Please select your gender:

Valid	Frequency	%	Valid %	Cumulative %
Male	3	9.7	9.7	9.7
Female	28	90.3	90.3	100.0
Total	31	100.0	100.0	

Question 2:

What is your age?

Valid	Frequency	%	Valid %	Cumulative %
25-34	9	29.0	29.0	29.0
35-44	15	48.4	48.4	77.4
45-54	4	12.9	12.9	90.3
55-64	82	6.5	6.5	96.8
65-74	1	3.2	3.2	100.0
Total	31	100.0	100.0	

Question 3:

In which part of the UK do you currently live?

Valid	Frequency	%	Valid %	Cumulative %
London/Greater London	4	12.9	12.9	12.9
Wales	3	9.7	9.7	22.6
South East	5	16.1	16.1	38.7
South West	6	19.4	19.4	58.1
East of England	2	6.5	6.5	64.5
East Midlands	1	3.2	3.2	67.7
North West	2	6.5	6.5	74.2
Yorkshire and the Humber	7	22.6	22.6	96.8
North East	1	3.2	3.2	100.0
Total	31	100.0	100.0	

Question 4:

Did you move/travel to the UK on your own or as part of a group?

Please select one option:

Valid	Frequency	%	Valid %	Cumulative %
On my own	10	32.3	32.3	32.3
As a couple	4	12.9	12.9	45.2
With Family	3	9.7	9.7	54.8
Mother with children	14	45.2	45.2	100.0
Total	31	100.0	100.0	

Question 5:

How long have you been living in the UK? Please select one option:

Valid	Frequency	%	Valid %	Cumulative %
Less than 2 months	14	45.2	45.2	45.2
2-6 months	11	35.5	35.5	80.6
Between 6 months and 1 year	5	16.1	16.1	96.8
More than 1 year	1	3.2	3.2	100.0
Total	31	100.0	100.0	

Question 6:

How would you rate your level of English? Please select one option:

Valid	Frequency	%	Valid %	Cumulative %
I don't know English	1	3.2	3.2	3.2
Beginner	13	41.9	41.9	45.2
Pre-Intermediate	3	9.7	9.7	54.8
Intermediate	5	16.1	16.1	71.0
Upper-Intermediate	6	19.4	19.4	90.3
Advanced	2	6.5	6.5	96.8
Proficient	1	3.2	3.2	100.0
Total	31	100.0	100.0	



Appendix B

SPONSOR QUESTIONNAIRE RESULTS (44 RESPONDENTS)

PART 1

Question 1:

Satisfaction with the SJOG Matching process (please select all relevant options):

40 respondents selected: "SJOG team made the right match for me"

33 respondents selected: "SJOG team was supportive during the video call"

33 respondents selected: "SJOG team provided helpful information"

Question 2:

How useful was the information on the SJOG website?

Valid	Frequency	%	Valid %	Cumulative %
Extremely useful	28	63.6	63.6	63.6
Somewhat useful	13	29.5	29.5	93.2
Neutral	3	6.8	6.8	100.0
Total	44	100.0	100.0	

Question 3:

How useful was the information on the SJOG "Homes for Ukraine" Facebook page?:

Valid	Frequency	%	Valid %	Cumulative %
Extremely useful	11	25.0	25.0	25.0
Somewhat useful	9	20.5	20.5	45.5
Neutral	21	47.7	47.7	93.2
Not useful at all	3	6.8	6.8	100.0
Total	31	100.0	100.0	



Question 4:

How informative were the SJOG "Homes for Ukraine" YouTube videos?:

Valid	Frequency	%	Valid %	Cumulative %
Extremely informative	14	31.8	31.8	31.8
Somewhat informative	7	15.9	15.9	47.7
Neutral	22	50.0	50.0	97.7
Not informative at all	1	2.3	2.3	100
Total	31	100.0	100.0	

Question 5:

How useful was the Welcome Book for sponsors?

Valid	Frequency	%	Valid %	Cumulative %
Extremely useful	20	45.5	45.5	45.5
Somewhat useful	14	31.8	31.8	77.3
Neutral	8	18.2	18.2	95.5
Not useful at all	2	4.5	4.5	100.0
Total	44	100.0	100.0	

Question 6:

How useful were the Information Sessions (Webinars)?

Valid	Frequency	%	Valid %	Cumulative %
Extremely useful	20	45.5	45.5	45.5
Somewhat useful	10	22.7	22.7	68.2
Neutral	11	25.0	25.0	93.2
Not useful at all	3	6.8	6.8	100.0
Total	44	100.0	100.0	

Question 7:

How useful were the consultations about hosting during the matching process?

Valid	Frequency	%	Valid %	Cumulative %
Extremely useful	25	56.8	56.8	56.8
Somewhat useful	9	20.5	20.5	77.3
Neutral	8	18.2	18.2	95.5
Somewhat not useful	1	2.3	2.3	97.7
Not useful at all	1	2.3	2.3	100.0
Total	44	100.0	100.0	

Question 8:

How strong was the support from SJOG during the first month of placement?

Valid	Frequency	%	Valid %	Cumulative %
Extremely strong	18	40.9	40.9	40.9
Somewhat strong	9	20.5	20.5	61.4
Neutral	10	22.7	22.7	84.1
Somewhat not strong	3	6.8	6.8	90.9
Not strong at all	4	9.1	9.1	100.0
Total	44	100.0	100.0	

Question 9:

How useful was the information about support from local communities?

Valid	Frequency	%	Valid %	Cumulative %
Extremely useful	19	43.2	43.2	43.2
Somewhat useful	10	22.7	22.7	65.9
Neutral	12	27.3	27.3	93.2
Somewhat not useful	1	2.3	2.3	95.5
Not useful at all	2	4.5	4.5	100.0
Total	44	100.0	100.0	

Question 10:

Can you agree that the relationship with guests was great and you could communicate freely?

Valid	Frequency	%	Valid %	Cumulative %
Strongly agree	26	59.1	59.1	59.1
Agree	12	27.3	27.3	86.4
Neither agree nor disagree	3	6.8	6.8	93.2
Disagree	2	4.5	4.5	97.7
Strongly disagree	1	2.3	2.3	100.0
Total	44	100.0	100.0	

Question 11:

SJOG managed to resolve issues if they appeared

Valid	Frequency	%	Valid %	Cumulative %
Yes, SJOG successfully resolved issues	11	25.0	25.0	25.0
No, SJOG did not successfully resolve issues	2	4.5	4.5	29.5
Not applicable	31	70.5	70.5	100.0
Total	44	100.0	100.0	

Question 12:

On a scale of 0 to 10, how likely are you to recommend SJOG Homes for Ukraine to a family, a friend, or colleague?

23 respondents gave a score of 10 out of 10:

9 respondents gave a score of 9 out of 10:

8 respondents gave a score of 8 out of 10:

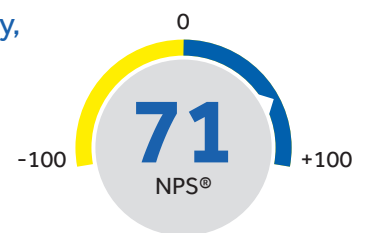
3 respondents gave a score of 7 out of 10:

1 respondents gave a score of 5 out of 10:

Promoters 32

Passives 11

Detractors 1



PART 2

Demographic questions. Please answer a few questions that relate to you personally, but will not allow you to be identified, the anonymity of the completed questionnaire is preserved.

Question 1:

Please select your gender:

Valid	Frequency	%	Valid %	Cumulative %
Male	18	40.9	40.9	40.9
Female	26	59.1	59.1	100.0
Total	44	100.0	100.0	

Question 2:

What is your age?

Valid	Frequency	%	Valid %	Cumulative %
35-44	5	11.4	11.4	11.4
45-54	2	4.5	4.5	15.9
55-64	7	15.9	15.9	31.8
65-74	25	56.8	56.8	88.6
75 or older	5	11.4	11.4	100.0
Total	44	100.0	100.0	

Question 3:

In which part of the UK do you currently live?

Valid	Frequency	%	Valid %	Cumulative %
London/Greater London	6	13.6	13.6	13.6
Scotland	3	6.8	6.8	20.5
Northern Ireland	3	6.8	6.8	27.3
South East	5	11.4	11.4	38.6
South West	6	13.6	13.6	52.3
East of England	4	9.1	9.1	61.4
East Midlands	4	9.1	9.1	70.5
North West	7	15.9	15.9	86.4
Yorkshire and the Humber	6	13.6	13.6	100.0
Total	44	100.0	100.0	

Appendix C

TRIAGE FORM FOR SPONSORS

Application Questions for Sponsors (ENG)

We've created a short section so that you can understand quickly if you can become a sponsor.

Required*

Question 1:

Are you willing to host an individual(s) from Ukraine for a minimum of 6 month and offer wider community support?*

Yes	☒	No	☐
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Question 2:

Do you have access to property / room(s) available to host an individual(s) from Ukraine in line with accommodation guidance?*

Yes	☒	No	☐
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Question 3:

Have you had criminal conviction which would cause you to fail getting a clear Disclosure and Baring Service (DBS) check?*

Yes	☐	No	☒
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Question 4:

Can you provide 1 reference from the community who is not part of your family?*

Yes	☒	No	☐
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Question 4:

Are you a British or Irish citizen or have Indefinite Leave to Remain status?*

Yes	☒	No	☐
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Appendix D

KEY PUBLICATIONS ABOUT THE PROGRAMME AND CASE STUDIES

1. Bernadette Durcan, "Homes for Ukraine scheme launched in Catholic community", Independent Catholic News website, 26.10.2022, <https://www.indcatholicnews.com/news/45773>
2. Mariia Pashkova, "Do you have room in your home for a Ukrainian refugee?", Independent Catholic News website, 13.02.2023, <https://www.indcatholicnews.com/news/46525>
3. Opening Hearts and Homes: Showing Love and Support to Ukrainian Refugees through the SJOG Homes for Ukraine Scheme, Premier website 15.02.2023, <https://www.premierchristianity.com/story.aspx?storyCode=14913&preview=1&hash=BB698E818ECDA51E9E5E0EAB796E6DD2>
4. Open your heart and home by joining the UK's efforts to support Ukraine, Surrey Live website, 21.02.2023, <https://www.getsurrey.co.uk/special-features/open-your-heart-home-joining-26267753>
5. Matt Davies, 74 Ukrainian families seek safety with residents in London and Home Counties, InYourArea Website, 14.03.2023, <https://www.inyourarea.co.uk/news/74-ukrainian-families-seek-safety-with-residents-in-london-and-home-counties/>
6. Lauren Cole-Lomas, Ukraine family 'didn't believe' it would be possible to feel so supported in new Surrey home, Surrey Live Website, 14.04.2023, <https://www.getsurrey.co.uk/news/surrey-news/ukraine-family-didnt-believe-would-26689985>
7. SJOG: A New Beginning in the UK, DoJustice Website, 19/03/2024, https://dojustice.co.uk/case_studies/a-new-beginning-in-the-uk/

SJOG: www.sjog.uk

CSAN: www.csan.org.uk





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